

CLEAR PROGRESS

WALKERTON CLEAN WATER CENTRE Annual Report 2007 – 08



WCWC Walkerton
Clean Water Centre

An agency of the Government of Ontario

CLEAR RESULTS



WCWC Walkerton
Clean Water Centre

An agency of the Government of Ontario

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THIS YEAR, MORE THAN
4,800 INDIVIDUALS
PARTICIPATED IN OUR
TRAINING PROGRAMS.



MESSAGE FROM THE CHAIR

I am pleased to present the Walkerton Clean Water Centre's (Centre) 2007-08 Annual Report. In our third full year of operation, the Centre continues to deliver on its core mandate – to provide high-quality training, information and education that is accessible to drinking water system operators in every corner of the province. Over the past fiscal year, the Centre has continued to expand its operations. We have increased the number of courses offered, the number of trainees and the Centre's geographic reach. In 2007-08, the Centre offered 216 training sessions consisting of three Ontario Ministry of the Environment (Ministry) mandatory and 22 specialized courses, a Mobile Training Unit (MTU), and two Ministry Municipal Drinking Water Licensing Program courses. This year more than 4,800 individuals from across the province participated in our training programs – in areas as diverse as Nipigon, Toronto, Gloucester and Dryden.

Since late 2005, the Walkerton Clean Water Centre has quickly become an essential part of the training landscape for Ontario's drinking water professionals. Full credit must be given to the Centre's dedicated staff members who have worked tirelessly under the capable leadership of our Chief Executive Officer, Dr. Saad Jasim, P. Eng.

I would also like to thank my fellow members of the Board of Directors for their vision and commitment to our efforts and welcome our new board member, Dr. William Anderson. Dr. Anderson is a Research Associate Professor at the Natural Sciences and Engineering Research Council (NSERC) Industrial Research Chair in Water Treatment at the University of Waterloo.

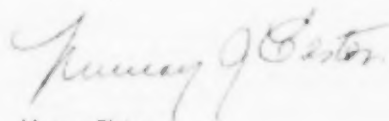
The Centre's innovative interim Technology Demonstration Facility (Facility) continues to grow, thanks to ongoing, generous donations from numerous companies, for which the Centre is deeply appreciative. In this past fiscal year, more than 600 individuals have visited the Facility, including the Premier of Ontario, the Honourable Dalton McGuinty, who visited in September 2007.

We could not have accomplished all of this on our own. It is important to acknowledge the many individuals that deliver training on our behalf, as well as the important organizations that help to make training even more accessible to Ontario's drinking water system owners, operators and operating authorities. I would like to thank our training delivery partners, the Ontario Clean Water Agency, University of Guelph Ridgetown Campus, Northern Centre for Advanced Technology, and Health Canada.

The Centre is grateful to the Minister of the Environment (Minister) and the Ministry for their continuing support of our efforts to create a world-class training facility. On behalf of the Centre's Board and staff, I would like to extend my thanks to all those who have contributed their expertise, assistance and advice over the past year. We also greatly appreciate the on-going financial support we receive from the Government of Ontario.

Finally, I would like to recognize the dedication of those we directly serve – Ontario's drinking water system operators. They have diligently applied themselves to our training courses in order to improve their knowledge and skills so that they can continue to safeguard drinking water for the people of Ontario. We appreciate their dedication and professionalism. Our training evaluations suggest that we are meeting their training needs and expectations, and I certainly hope that we are making it a stimulating and enjoyable experience as well.

As Chair of the Centre's Board, I look forward to the next year, and the coming years, as we move ahead to fulfill our plans to move into a new, permanent home, complete with a permanent Technology Demonstration Facility. We look to the future with confidence and renewed commitment to continually improve our service to Ontario's drinking water system operators, and ultimately the people of Ontario.



Murray Elston
Chair, Board of Directors
Walkerton Clean Water Centre

SINCE THE CENTRE
OPENED IN 2005,
WE'VE TRAINED
MORE THAN 10,000
PEOPLE IN ONTARIO.



MESSAGE FROM THE CEO

I am very proud to report on the activities of the Walkerton Clean Water Centre for the fiscal year 2007-08. We continue to build on our strengths, and to expand our reach to best serve Ontario's drinking water system owners, operators and operating authorities.

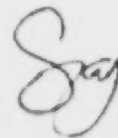
In addition to offering both mandatory and specialized training courses, we continue to respond to new areas in which the Centre's expertise and services are needed. This past year, we added six new courses to our curriculum, including specialized courses on drinking water quality, UV treatment, leak detection, and the Ontario *Safe Drinking Water Act, 2002*. In response to the Ministry's new Municipal Drinking Water Licensing Program, we also introduced courses on the Drinking Water Quality Management Standard, and Risk Assessment and Emergency Preparedness. We also remained responsive to issues as they emerged, such as the amendments to Ontario Regulation 170/03 under the *Safe Drinking Water Act, 2002*.

Evaluations from our trainees tell us that hands-on training is an important element of their training experience. That is why the Centre's state-of-the-art interim Technology Demonstration Facility is so vital to keeping our training relevant and our trainees engaged. In 2007-08, we continued to upgrade and improve the Facility to better serve our clients.

A vital part of our mandate and our founding philosophy at the Centre is to ensure that training is accessible to operators everywhere in Ontario, from large urban centres to remote, rural and First Nations communities. I am proud to report that throughout 2007-08, we made great strides in this area, making accessibility a reality in our operations. Through our correspondence and online courses, we have reached more than 1,000 operators. As well, our Mobile Training Unit serviced northern communities such as Greenstone, located over 300 kilometres northeast of Thunder Bay.

Since it first began offering training in October 2005, the Centre has delivered training to more than 10,000 individuals across Ontario (as of March 31, 2008).

I would like to take this opportunity to thank the Centre's staff for the dedication and passion they bring to their work in providing world-class training to Ontario's operators, and to express my gratitude to our many talented trainers, whose expertise and skills bring the training experience alive.



Dr. Saad Jasim P. Eng.
Chief Executive Officer
Walkerton Clean Water Centre

THROUGH
CORRESPONDENCE
AND ONLINE COURSES,
WE'VE REACHED
MORE THAN 10,000
INDIVIDUALS (AS OF
MARCH 31, 2008).

OUR VISION

The vision of the Centre is to create a world-class institute, dedicated to safe and secure drinking water for the people of Ontario.

Our objective is to be renowned for our knowledge-based, innovative approach to training.

Our work will continue to support and complement that of the Ministry, helping to safeguard drinking water for all Ontario residents.



WCWC Walkerton
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VISION, CORPORATE PROFILE

CORPORATE PROFILE

The Centre is an operational service agency of the Government of Ontario, established in October 2004.

It is governed by a Board of Directors, comprised of a maximum of 12 members. The Centre is responsible for providing training to drinking water system operators across Ontario with a focus on smaller, remote and older systems, including First Nations systems. It also provides advisory support to Ontario's drinking water system owners, operators, and operating authorities. The interim Technology Demonstration Facility is a hands-on training tool that demonstrates leading-edge drinking water technologies. In addition, the Centre provides advice to the Minister on research needs to safeguard drinking water. It is also responsible for delivering education, information and advice on water treatment, equipment, technology and operational requirements and environmental issues related to drinking water.

Located in the Town of Walkerton in the Municipality of Brockton, the Centre has both a local and a provincial profile, offering services throughout the province. As it expands its drinking water training programs and related services, the Centre's profile will continue to grow.

**Dr. Souleymane Ndiongue,
Manager of Technology
Demonstration and Research**



**Demonstration at the
June 2007 Drinking Water
Education and Industry Forum**



OVER THE PAST
YEAR, THE CENTRE
OFFERED 216
TRAINING SESSIONS.

MANDATE OF THE WALKERTON CLEAN WATER CENTRE

The Centre supports the Government of Ontario's priority of "Public Reporting – Strong People, Strong Economy" by providing life-long learning activities.

The objects of the Centre are set out in Ontario Regulation 304/04 under the *Development Corporations Act*.

1. To coordinate and deliver education and training for owners, operators and operating authorities of drinking water systems
2. To provide information, education and advice to owners, operators and operating authorities of drinking water systems and to the public about:
 - i) the treatment of water necessary to ensure that drinking water is safe
 - ii) the equipment and technology used to ensure that drinking water is safe
 - iii) the operational requirements necessary to ensure that drinking water is safe, and
 - iv) other environmental issues relating to drinking water

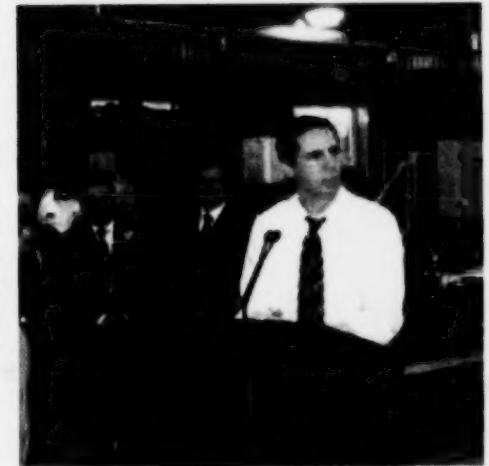
MANDATE OF THE WALKERTON CLEAN WATER CENTRE

3. To sponsor research into any activities related to its objects
4. To provide advice to the Minister on research and development priorities to achieve and maintain safe drinking water, and
5. To conduct such further activities, consistent with its objects, as are described in any policy direction issued by the Minister or as set out in any agreement with the Minister.

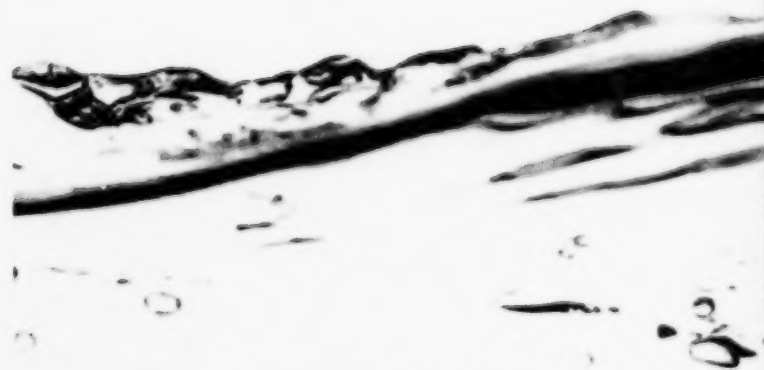
In addition to the objects in Ontario Regulation 304/04, the Centre's mandate also includes:

- Establishing a permanent facility headquartered in Walkerton, Ontario
- Taking practical actions to address critical gaps identified by the O'Connor Commission:
 - Recommendation 63 on the accessibility of training for drinking water system operators in small and remote communities
 - Recommendation 64 on the availability of required training
 - Recommendation 92 on training for First Nations operators.

**The Honourable Dalton McGuinty,
Premier of Ontario, speaking at the
interim Technology Demonstration
Facility in September 2007**



MORE THAN 100
DELEGATES ATTENDED
OUR SECURITY
AND EMERGENCY
PREPAREDNESS
SEMINAR.



WCWC Walkerton
Clean Water Centre
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CORPORATE GOVERNANCE

On the recommendation of the Premier of Ontario and the Minister, the Lieutenant Governor-in-Council appoints the Centre's Chair and members of the Board of Directors. Under the leadership of the Chair, the Board is responsible for the oversight of the Centre's many and varied activities.

The Centre is governed by Ontario Regulation 304/04 (www.e-laws.gov.on.ca) as well as the Centre's By-laws, and a Memorandum of Understanding with the Ministry. In addition, the Centre must comply with the Government of Ontario's *Agency Establishment and Accountability Directive* and meet the government's expectations of its operations.

ACCOUNTABILITY

The Centre is committed to public transparency and accountability. It is accountable to the Ontario government and the citizens of Ontario.

The Board of Directors is responsible for ensuring that there is an annual audit of the Centre's accounts and financial transactions. This annual audit is subject to review by the Auditor General of Ontario. In addition, at any time, the Minister may request an audit of the Centre's operations.

CORPORATE GOVERNANCE

This Annual Report, which includes the Centre's audited financial statements, is part of the accountability structure. It is submitted to the Minister of the Environment who tables it in the Ontario legislature. The report is available to the public either in print or online at the Centre's website (www.wcwc.ca).

In accordance with the requirements of the *Agency Establishment and Accountability Directive*, the Centre must submit an annual report each year. The 2006-07 Annual Report was tabled in the Ontario legislature in February 2008.

The *Agency Establishment and Accountability Directive* also requires that the Centre prepare a business plan with a three-year time horizon. The Board oversees and directs the development and implementation of business plans. This includes reviewing performance measures and outcomes in consultation with the Ministry. Every third year, the Centre must submit its annual business plan to the Management Board of Cabinet through the Minister.

The Centre's third three-year business plan covering the period 2008-11 was submitted to the Minister in March 2008.

In addition to the annual reports and business plans, the Centre is also responsible for developing and implementing the necessary policies and procedures as well as following relevant Ontario government directives to ensure transparency and accountability of its operations.



Murray Elston, Chair, Board of Directors, speaking at the September 2007 Premier of Ontario's visit



BOARD OF DIRECTORS

Members of the Centre's Board of Directors are appointed by the Government of Ontario. Members hold office for a term of up to two years and are eligible for reappointment for successive terms. The Board is accountable to the Ontario legislature through the Minister of the Environment. The Board of Directors is responsible for the overall supervision of the operations of the Walkerton Clean Water Centre.

The Board of Directors also contributes to the development of the rolling three-year business planning process by reviewing performance measures that are linked to the Centre's strategic directions. The Board meets every two months at the Centre. In addition, the Board has six committees, each chaired by a Board member (see Governance, Accountability and Operations).

PROFILES

Murray J. Elston, Chair

President and CEO, Canadian Nuclear Association

Member (as Chair) since: October 12, 2004

Current term (as Chair): September 27, 2006 to September 26, 2008

Mr. Elston is President and CEO of the Canadian Nuclear Association. Mr. Elston is a former member of the Ontario legislature serving as the Minister of Health, Chair of the Management Board, Minister of Financial Institutions and Chair of the Public Accounts Committee. He sits on a number of boards including Hydro One and the Canadian Nurses Foundation. Mr. Elston is a past President of Canada's Research-Based Pharmaceutical Companies.



Back left to right – Stephen Spitzig, Dante Pontone, Wayne Manley, Mayor Charles Bagnato, Lou D'Alessandro, Dr. Bill Anderson, Ronald Leavoy

Front from left to right – Nancy Kodousek, Murray J. Elston (Chair), Rui De Carvalho, Cathie Brown

William (Bill) B. Anderson, Ph.D.

Research Associate Professor

Member since: May 9, 2007

Current term: May 9, 2007 to May 8, 2009

Dr. Anderson is a Research Associate Professor at the Natural Sciences and Engineering Research Council (NSERC) Industrial Research Chair in Water Treatment at the University of Waterloo. He has been involved in water research for the past 28 years at the Universities of Regina, Alberta, and Waterloo and is particularly interested in multi-disciplinary research linking the detection of pathogens and compounds of human health significance to technologies for their removal from drinking water.

Dr. Anderson currently serves on the Board of Directors of the Ontario Water Works Association (OWWA) and is a member of the National Sanitation Foundation (NSF) International Joint Committee on Drinking Water Treatment Units. He recently represented academia on the Stakeholders and Reviewers Group charged with responsibility for the revision and update of the Ontario Ministry of the Environment's Drinking Water Design Guidelines.

Charles Bagnato

Mayor, Municipality of Brockton

Member since: October 12, 2004

Current term: September 27, 2006 to September 26, 2008

Mayor Bagnato resides in Walkerton and has been Head of Council for the Municipality of Brockton since December 2003. As a Municipal Councillor in 2001-03, Mayor Bagnato sat on the Walkerton Wastewater Treatment Plant Committee and the Environmental Assessment Steering Committee regarding the Walkerton Long Term Water Strategy.

Mayor Bagnato currently sits on several boards, including the Brockton Police Service Board and that of Westario Power Inc. As well, Mayor Bagnato chairs the Saugeen Municipal Airport Commission and is a member of 15 different municipal committees. He is also the current Chair of the Bruce County Agriculture, Tourism, Planning and Economic Development Committee.

Cathie Brown

Source Water Protection Project Manager, Ausable

Bayfield Conservation Authority

Maitland Valley Conservation Authority Partnership

Member since: October 12, 2004

Current term: September 27, 2006 to September 26, 2008

Ms. Brown is the Source Water Protection Project Manager for the Ausable Bayfield/Maitland Valley Source Protection Region. Previously she was the Executive Director of the Ontario Rural Council and was responsible for the overall leadership of this non-profit, province-wide organization that is dedicated to facilitating rural networks and coordinating working groups.

Lou Anthony D'Alessandro

Manager of Health Protection, Grey-Bruce Health Unit

Member since: October 12, 2004

Current term: September 27, 2006 to September 26, 2008

Mr. D'Alessandro is Manager of Health Protection for the Grey Bruce Health Unit. He manages several programs under the *Health Protection and Promotion Act*. Mr. D'Alessandro serves as Chair of the Safe Water and Environment Program areas for Grey Bruce Public Health. He has actively participated in the consultation process for both the *Clean Water Act, 2006* and Ontario Regulation 252/05 under the *Safe Drinking Water Act, 2002* (Non-Residential and Non-Municipal Seasonal Residential Systems that do not serve Designated Facilities). A certified Public Health Inspector, Mr. D'Alessandro also holds certification as a Water Quality Analyst (Class 1), Chief Building Official (part 8 septic systems under the Ontario Building Code) and he has a Small Systems Operator's Certificate.

Rui De Carvalho, P.Eng., Vice Chair

**Senior Vice-President, R.J. Burnside & Associates Limited
and President, R.J. Burnside International Limited**

Member since: October 12, 2004

Current term: September 27, 2006 to September 26, 2008

Mr. De Carvalho is Senior Vice-President of R.J. Burnside & Associates Limited and President of R.J. Burnside International Limited. He has over 30 years of experience in the water supply sector both in Canada and in other countries. Among his current responsibilities is the development of Burnside's international projects.

Mr. De Carvalho is a member of the American Water Works Association (AWWA) and the Water Environment Federation. He is an environmental engineer certified by the American Academy of Environmental Engineers.

Nancy Kodousek

Director of Water Operations, Region of Waterloo

Member since: October 12, 2004

Current term: September 27, 2006 to September 26, 2008

Ms. Kodousek has 20 years of operational and maintenance management experience with both municipal and private sector water and wastewater infrastructure systems. She is currently Director of Water Operations for the Region of Waterloo. She held similar manager-level positions at AWS (formerly Azuix and Philip Utilities Management) and with the Region of Ottawa-Carleton.

Ms. Kodousek is a member of the Professional Engineers of Ontario, Ontario Society of Professional Engineers, the OWWA and the AWWA. She holds certification as an Operator Level IV in water treatment, water distribution, wastewater treatment and wastewater collection.

Ronald Leavoy

Chair, Concerned Citizens of Walkerton

Member since: October 12, 2004

Current term: September 27, 2006 to September 26, 2008

Mr. Leavoy, owner of Walkerton Graphics, a successful printing business in Walkerton, makes community service a priority. He is Chair of the Concerned Citizens of Walkerton.

Mr. Leavoy has served as President and Vice-President of the Optimist Club of Walkerton, President of the Walkerton Public Home and School Association, President of the Walkerton and District Chamber of Commerce, Chair of the Walkerton Economic Development Committee, Co-Chair of the Walkerton Birthday Bash 1996 and Co-Chair of three Greenstep Environmental Fairs. He is also a member of the Public Advisory Committee for the Walkerton Environmental Assessment and was on the Walkerton Homecoming 2006 Steering Committee.

Wayne Manley
Consultant

Member since: October 12, 2004

Current term: September 27, 2006 to September 26, 2008

Mr. Manley operates his own consulting company that provides training and services for various organizations and municipalities. He has been involved in water operator certification and training since the early 1980s when these programs were first developed. Mr. Manley has contributed his skills and experience as a volunteer trainer for water treatment operators at the Ministry's training centre for close to 20 years.

As the superintendent of the City of Peterborough's water treatment plant, Mr. Manley was responsible for the City's drinking water quality and quantity. He is a certified member - Category 3 - *Occupational Health & Safety Act* and has a Class IV water treatment certification.

Dante Pontone

President and CEO, Ontario Clean Water Agency

Member since: October 12, 2004

Current term: September 27, 2006 to September 26, 2008

Mr. Pontone is President and CEO of the Ontario Clean Water Agency (OCWA). Mr. Pontone started his career with the Ontario Public Service in 1985 at the Ministry of the Environment. Mr. Pontone joined OCWA when the Agency was first created, and has served in a variety of capacities since, including Chief Information Officer and Interim Vice-President of Finance and Corporate Services. OCWA is the province's single largest provider of water and wastewater operations, maintenance and management services to Ontario municipalities and private industry.

Stephen Spitzig

Certified Management Accountant

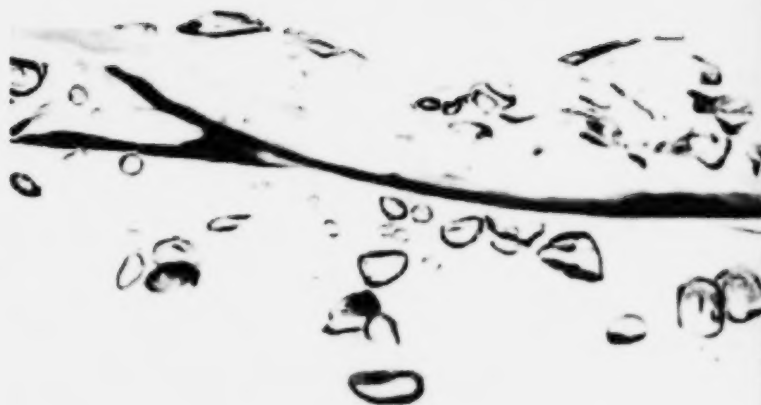
Member since: October 12, 2004

Current term: September 27, 2006 to September 26, 2008

Mr. Spitzig is the owner of Speedy Tax & Bookkeeping, a local accounting and income tax preparation company servicing many small businesses and farms in the Walkerton area. Mr. Spitzig is an accountant with 24 years of experience. Born and raised in the neighbouring town of Chepstow, Mr. Spitzig has strong ties to the Walkerton area.

Mr. Spitzig received his Certified Management Accountant (CMA) designation from the Society of Management Accountants of Ontario in 1999. He has an Honours Bachelor of Business Administration degree from Wilfred Laurier University and acquired his Life Insurance Licence in 2006 and his Mutual Fund Licence in 2008.

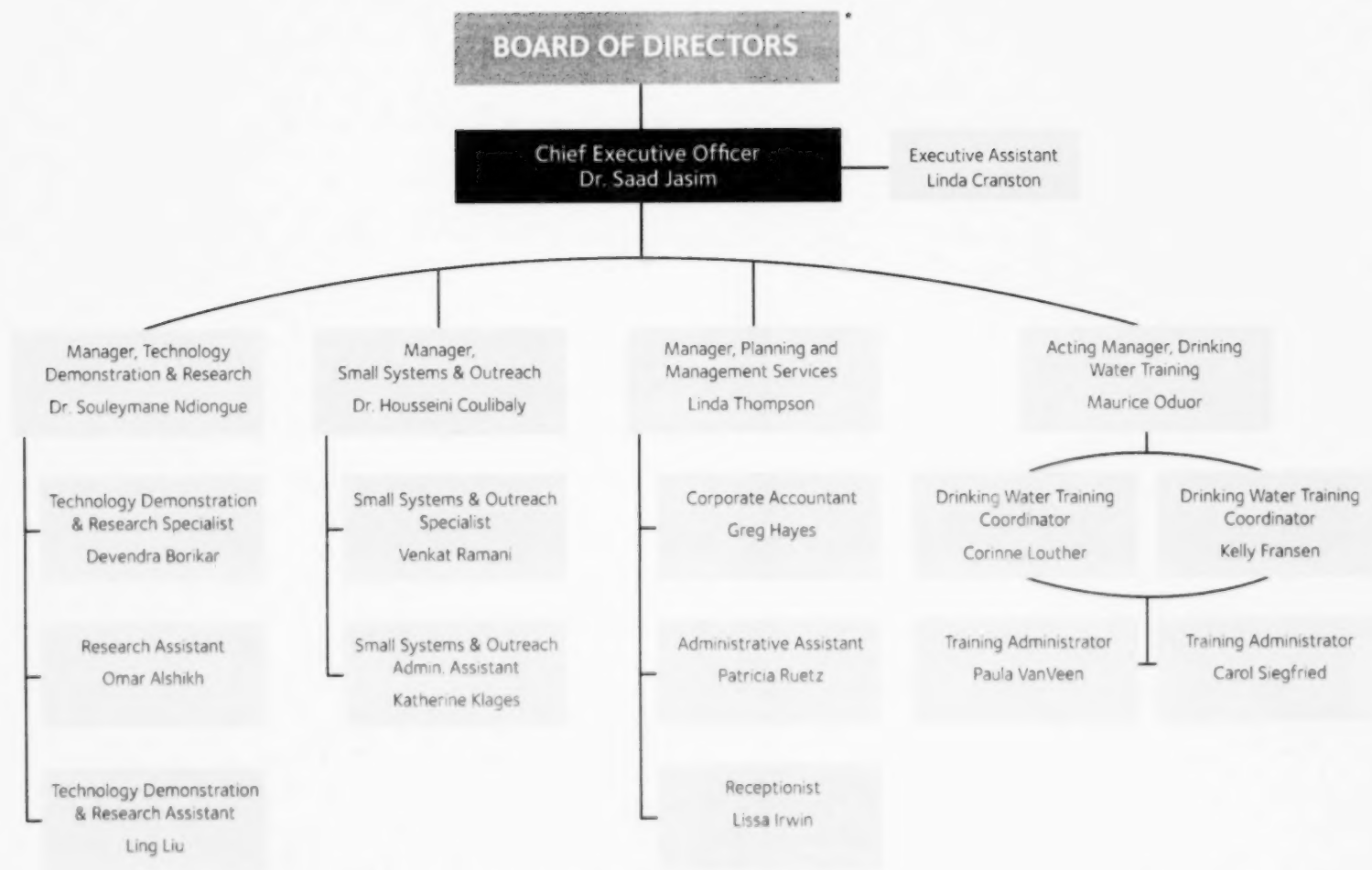
OUR INSTRUCTORS
HAVE MADE A STRONG
IMPRESSION –
RECEIVING HIGH
SATISFACTION
RATINGS OF 80 – 94%.



STAFF OF THE WALKERTON CLEAN WATER CENTRE

This past year was a busy and stimulating year for staff of the Centre. In addition to their usual responsibilities, the staff members engaged in a range of professional development activities and conferences to enhance their knowledge and skills (see Governance, Accountability and Operations).





* As of March 31, 2008

WE'VE NOW ADDED
SIX NEW COURSES
TO OUR TRAINING
PROGRAM AND HELD
A NUMBER OF
SPECIALIZED SEMINARS.



GOALS, PERFORMANCE MEASURES, ACTIVITIES AND OUTCOMES

This section includes summary information on the Centre's activities over the last fiscal year and the measurement of its performance in nine categories. These categories are based on the following nine goals outlined in the Centre's 2007-10 Business Plan:

- i) Training for operators, operating authorities and owners of drinking water systems
- ii) Demonstration of leading-edge drinking water technology
- iii) Information and advice for small, remote or older drinking water systems
- iv) Sponsored research
- v) Public outreach and education relating to drinking water
- vi) Make available technical, scientific, and regulatory information on drinking water management and identification of information gaps
- vii) Human resources support for drinking water system operators
- viii) Profile of the Walkerton Clean Water Centre
- ix) Governance, Accountability and Operations.

Tracking activity and measuring performance in these nine categories drives the Centre's organizational effectiveness and the allocation of its staffing and financial resources.

GOALS, PERFORMANCE MEASURES, ACTIVITIES AND OUTCOMES

1) Training for operators, operating authorities and owners of drinking water systems

GOAL AND PERFORMANCE MEASURES

The Centre's goal is to deliver an appropriate mix of technical training (content, delivery methods, accessibility, etc.) and to assess its existing training capabilities and identify specific training coordination and delivery roles for the Centre. This is to ensure that its training programs are effective and accessible to owners, operators, and operating authorities of drinking water systems. This goal responds to Recommendations 63, 64, and 92 of the Walkerton Inquiry related to the accessibility of training for operators in small and remote communities and the availability of required training for First Nations operators.

Performance is measured against the Centre's progress in providing training and the training's accessibility as detailed in the 2007-10 Business Plan. Performance measures include the number of courses available, the number of locations in which training was made available, including their accessibility, and the number of individuals trained. In addition, course evaluations and surveys provide a qualitative assessment of the effectiveness of the training programs.



Training at Walkerton Clean
Water Centre



2007-08 Activities and Outcomes

AVAILABILITY OF REQUIRED AND SPECIALIZED TRAINING

In 2007-08, the Centre continued to carry out its primary role of ensuring that training was available and accessible to owners, operators and operating authorities of Ontario's drinking water systems. The Centre continued to deliver the Ministry's mandatory courses, as well as an expanded number of specialized courses on advanced water treatment and technologies. New courses associated with the province's new Municipal Drinking Water Licensing Program were also offered in 2007-08.

The Centre added six new courses to its training program in fiscal year 2007-08, bringing the total number of specialized courses to 22.

Four of these new courses were specialized training and include:

- i) Assessing Drinking Water Quality
- ii) Ultraviolet Light Treatment of Drinking Water
- iii) Fundamentals of Leak Detection
- iv) *Safe Drinking Water Act, 2002* and Related Regulations.

The remaining two new courses were one-day courses for the Municipal Drinking Water Licensing Program:

- i) Drinking Water Quality Management Standard
- ii) Risk Assessment & Emergency Preparedness.

SPECIAL EDUCATION AND TRAINING EVENTS IN 2007-08

The Centre held a number of specialized seminars in 2007-08.

The Centre administered two sets of information sessions for the Ministry for owners and operators of drinking water systems. The first set of 14 sessions in June 2007, focused on amendments to Ontario

Regulation 170/03. It was attended by 203 participants. The second set of 20 sessions were held in November 2007 and concentrated on the requirements of Ontario's Community Lead Testing Program under Ontario Regulation 170/03 under the *Safe Drinking Water Act, 2002*. A total of 557 people participated either in person or by webcast.

On September 19, 2007, more than 100 delegates attended a Security and Emergency Preparedness for Water Systems Seminar hosted by the Centre in Concord, Ontario. The keynote speaker for the day was Commissioner of Community Safety Jay C. Hope, who spoke on Increasing Ontario's Preparedness: A Clearer Picture.

On June 11, 2007, the Centre hosted a Ministry sponsored three day "train-the-trainer" session for Ontario's community colleges. Training was provided by the Ontario Clean Water Agency (OCWA). College instructors who participated are now delivering training to students on the Ministry's mandatory *Entry-Level Drinking Water Operator* course in order to meet Operator-in-Training (OIT) requirements. College participants came from Mohawk, Northern, Durham, Sault, Confederation, Centennial, Fleming and Canadore Colleges. Providing the Ministry's mandatory course at community colleges enhances the capabilities and qualifications of college graduates in the water quality field.



ATTENDANCE AT TRAINING

The Centre continued to increase its enrolment in most training categories, compared to the previous fiscal year. During fiscal year 2007-08, the Centre coordinated and delivered training for 4,821 individuals from across the province.

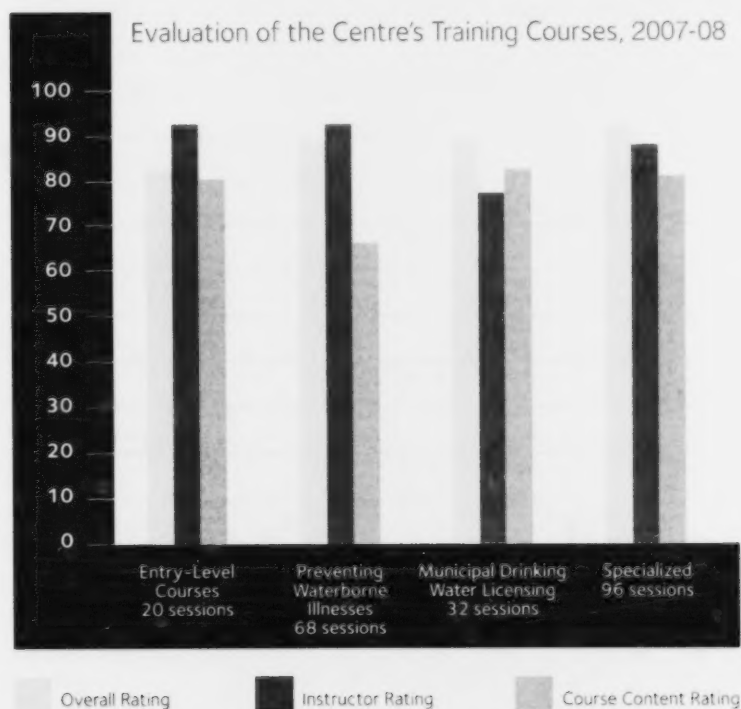
Number of Individuals Trained through the Centre in 2007-08, compared with previous year

Courses	Total sessions held in Fiscal 2007-08	#'s trained in Fiscal 2007-08	#'s trained in Fiscal 2006-07	Total Cumulative #'s trained between October 2005 and March 31, 2008
Entry-Level Drinking Water Operator	20	310	222	543
Preventing Waterborne Illnesses (classroom, correspondence and online)	68	1,276	2,562	4,356
Specialized	96	1,345	602	2,078
Northern Centre for Advanced Technology (NORCAT)	online	233	n/a in 06-07	233
Municipal Drinking Water Licensing Program	32	544	n/a in 06-07	544
Operation of Small Drinking Water Systems (by correspondence)*	correspondence	1,113	1,330	2,586
Total	216	4,821	4,716	10,340

*Note: There was no on-site training for operators of small drinking water systems.

EVALUATION OF TRAINING

On completion of all courses offered through the Centre, all trainees are invited to evaluate and rate the training experience. The evaluation findings indicate a high level of satisfaction. The overall rating ranged from 85-92 per cent (good to excellent) among participants. Instructors also received high ratings ranging from 80-94 per cent, while course content ranked from 70-86 per cent.



ACCESSIBILITY OF TRAINING

The Centre continued to place a special emphasis on serving small and remote communities, including those in northern Ontario and First Nations. Access to training was expanded to these communities through correspondence courses and online learning. On January 3, 2008, together with the Ministry, the Centre launched an online version of the mandatory certificate renewal course, *'Preventing Waterborne Illnesses'*. The online version offers access to operators in remote communities who may not easily have access to classroom training. Online training also gives the operator control of his or her training schedule. The Centre continued its agreement with the Northern Centre for Advanced Technology Inc. to allow the Centre to facilitate registrations for NORCAT's Ministry approved online health and safety training courses.

FIRST NATIONS OPERATOR TRAINING

First Nations operators routinely attend the Centre's publicly offered courses at locations across the province. The Centre continues to build on its relationship with First Nations to ensure its training programs are readily available and accessible.

The Centre's interim Technology Demonstration Facility and Mobile Training Unit are available to First Nations operators, providing the opportunity for hands-on training.

TRAINING FOR MUNICIPAL COUNCILLORS

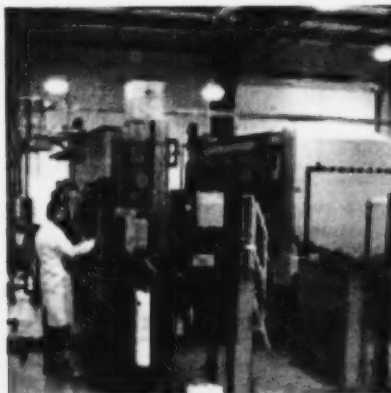
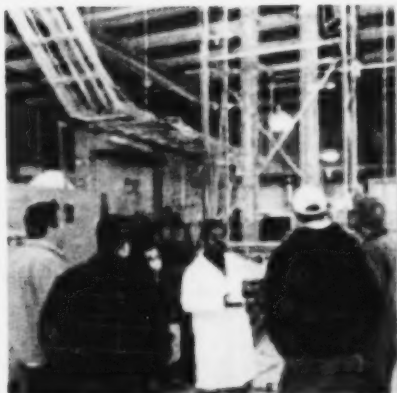
Based on direction the Centre will receive from the Ministry, the Centre will work with municipal and water association stakeholders to develop a training package for municipal councillors and a planned delivery strategy for approval by the Ministry.

II) Demonstration of leading-edge drinking water technology

GOAL AND PERFORMANCE MEASURES

The Centre's goal is to demonstrate the application and use of leading-edge technology to deal with water quality issues and treatment requirements. The Centre's interim Technology Demonstration Facility in the Town of Walkerton is used as a practical, hands-on training tool for operators and other water suppliers. It is a valuable tool that helps operators and the general public become more familiar with the variety of treatment and delivery systems that are available.

Performance is measured in several ways including: the number of visitors to the interim Technology Demonstration Facility; the variety of technologies available to visitors; the quality and value of newly donated equipment to the Facility; and the number of upgrades and expansions to existing technology.



2007-08 Activities and Outcomes

VISITS TO THE INTERIM TECHNOLOGY DEMONSTRATION FACILITY

Hands-on training through technology demonstration continues to be a critical component of the Centre's training activities. More than 1,300 drinking water system operators, water professionals, educators, students and members of the public have visited the Facility since it opened in June 2006. In fiscal year 2007-08 alone, the Facility was visited by more than 600 people.

The Honourable Dalton McGuinty, Premier of Ontario, received a tour of the interim Technology Demonstration Facility by Dr. Saad Jasim, CEO of the Centre



DEVELOPMENT OF CAPACITY AT THE INTERIM TECHNOLOGY DEMONSTRATION FACILITY

The Centre is very grateful for the generosity of companies that continued to donate equipment to the interim Technology Demonstration Facility in 2007-08. In 2006-07, the Centre issued an invitation to all drinking water manufacturers and suppliers to donate services and equipment that represent both conventional and advanced technologies currently in use by the drinking water industry. As of March 31, 2008, the value of the donations received since the Facility opened on June 19, 2006 exceeded \$580,000. The donated technologies included ozone, UV, and membrane in addition to slow sand filter, monitoring instruments, distribution system parts, storage tank and specialized software. The Centre expresses its great appreciation to all donors for their generous contributions that added to its trainees' and participants'

hands-on learning experience. Drinking water technology demonstration will continue to be an important training resource for operators and the public.

Other improvements to the Facility in 2007-08 included: the increased analytical capabilities of the laboratory to support training and research; an upgraded ozone system to incorporate an advanced oxidation system; and, the construction of a pH adjustment system.

DEVELOPMENT OF LONG-TERM PERMANENT FACILITY

As part of the Centre's mandate, a permanent and expanded Technology Demonstration Facility will be constructed by the fall of 2009.



III) Information and advice for small, remote or older drinking water systems

GOAL AND PERFORMANCE MEASURES

The Centre's goal is to enable owners, operators and operating authorities of drinking water systems to meet the legislative requirements and to safeguard drinking water with a primary focus on remote and small drinking water systems, as outlined in Subsection 3(2) of Ontario Regulation 304/04. The demonstration of leading-edge drinking water technology is also part of the Centre's small, remote or older drinking water systems training strategy.

The availability of information is tracked and measured by the number of people trained through the MTU, and the number of technology demonstrations conducted in remote areas by the MTU. As well, the Centre established a small systems needs assessment to identify the program and services to be provided to these systems.

2007-08 Activities and Outcomes

The Centre made significant progress in providing information and advice available to small systems on a number of fronts.

MOBILE TRAINING UNIT

The Centre's first Mobile Training Unit launched its community visits and training in northern Ontario in August 2007. The MTU is a van that is specially equipped with donated technologies that can provide on-site training and technology demonstration in remote



Mobile Training Unit



areas of the province without the cost and limited accessibility of satellite facilities. The MTU has already helped to increase access to basic water technologies in northern Ontario and in First Nations

communities. In its first year of operation, 12 operators received hands-on technology demonstration. The following Table lists MTU training dates, locations, and number of trainees.

Training delivered using MTU in 2007-2008

Date	Location	Distance from base (Thunder Bay)	Number of trainees
Aug. 24, 2007	Thunder Bay (Confederation College)	— —	1
Nov. 21, 2007	Township of Nipigon (Town Garage)	119 km NE	4
Nov. 28, 2007	Greenstone (Water Treatment Plant)	312 km NE	4
Dec. 05, 2007	Schreiber (Water Treatment Plant)	208 km E	3

In addition, the MTU was showcased at the Centre's Drinking Water Education and Industry Forum in June 2007 and at the Whitedog (Wabaseemoong) Career Fair organized by the Ministry of Natural Resources. More than 100 industry professionals attended the Forum and hundreds of Wabaseemoong students (from kindergarten to Grade 12) visited the Career Fair.

AVAILABILITY OF INFORMATION

In 2007-08, the Centre began offering assistance to small system operators through a Questions & Answers page on the Centre's website. This enables the Centre's specialists to respond to technical and/or training-related inquiries as they are received from operators and the public in an effort to provide them with help and guidance.

The Centre has established a library to provide useful information focusing on small systems issues. Information on the Centre's library resources can be found under 'Make available technical, scientific, and regulatory information on drinking water management and identification of information gaps.'

IV) Sponsored Research

GOAL AND PERFORMANCE MEASURES

The Centre's goal is to identify research needs and related funding requirements, to advise the Minister on research priorities and to respond to the resulting direction from the Minister to safeguard drinking water in Ontario. The Centre also identifies and sponsors high-priority drinking water research initiatives that contribute directly to the Centre's training mandate.

Performance is measured by the number of researchers using the interim Technology Demonstration Facility equipment, and the list of innovative research projects supported by the Centre. The level of engagement with stakeholders to identify and prioritize research and the degree of active support for specific research throughout the year is also an important indicator.

2007-08 Activities and Outcomes

RESEARCH ADVISORY COMMITTEE

The Research Advisory Committee is a committee that advises the Centre's Board on research projects that are submitted to the Centre for funding and support. The Research Advisory Committee presents a summary of each potential research project to the Board for approval.

SPONSORED RESEARCH

During Fiscal 2007-08, the Centre actively supported research in a number of important areas and worked with 14 different research collaborators. Six of the sponsored research teams used the Centre's interim Technology Demonstration Facility equipment in their research.



Devendra Borikar, Technology
Demonstration and Research
Specialist

HIGHLIGHTS INCLUDE:

- Participating together with the Ministry's Best in Science Program to fund a research project titled, *"Removal of Pharmaceuticals and Personal Care Products and Endocrine Disrupting Compounds from Drinking Water Using Novel Membrane Technologies."* Other stakeholders in this project are the University of Ottawa, the National University of Singapore and Hyflux Inc., Singapore
- Providing in-kind contributions to pilot tests investigating the capacity of a reverse osmosis package plant
- Continued collaboration with the American Water Works Association Research Foundation (AwwaRF) and the International Ozone Association to support the project titled, *"Low Dose Risks from Bromate: The Relationship between Drinking Water Concentrations and the Actual Dose to Susceptible Organs in Rats and Humans"*
- Research that investigated the effect of ozone on cold water coagulation. A paper based on the research was published in the January/February 2008 edition of the *Ozone: Science and Engineering*, The Journal of the International Ozone Association. Pilot-scale experiments were conducted at the Centre to investigate the effect of pre-coagulation ozonation on filtered water turbidity, particle count, and filter performance, during periods when water temperatures could be lower than 5°C
- Research to evaluate the performance of cationic activated silica prepared in an innovative method in drinking water treatment
- Research to examine the effect of ozone on the removal of organics and trihalomethanes levels using a groundwater source with high organic content

- Commencement of research to study the effect of climate change on water quality and treatment processes
- Start-up of a research project to examine the removal of endocrine disrupting compounds and personal care products from drinking water using ozone and hydrogen peroxide based oxidation
- Providing scholarships to three university graduates whose research is focusing on the advancement of drinking water quality treatment
- A project with the University of Windsor, to study the removal of pharmaceuticals and personal care products and endocrine disrupting compounds by conventional and advanced treatment such as ozone, UV, and hydrogen peroxide. Tests will be conducted using the Centre's pilot plant.

RESEARCH GAPS

The Centre's CEO, Dr. Saad Jasim, met on a regular basis with the Ontario's Chief Drinking Water Inspector to discuss research gaps that might be filled through collaborative projects with the Centre and its associates. Dr. Jasim also met with potential research stakeholders throughout the year at special events and meetings, which resulted in the collaborative research projects listed above.



V) Public outreach and education relating to drinking water

GOAL AND PERFORMANCE MEASURES

Working together with the Ministry of the Environment, the Centre's goal is to provide information, education and advice to the public about:

- The treatment of water necessary to safeguard drinking water
- The equipment and technology used to safeguard drinking water
- The operational requirements necessary to safeguard drinking water
- Other environmental issues relating to drinking water.

The Centre's outreach and education performance is measured by the range of events attended by the Centre's staff as well as events held at the Centre, its outreach activities with schools, trade fairs, science fairs, and clean water festivals and its sponsorship and scholarship programs.

2007-08 Activities and Outcomes

COMMUNICATIONS, INCLUDING WEB DESIGN, MARKETING

In order to stimulate further interest in the Centre's training courses, interim Technology Demonstration Facility, MTU and

research initiatives, the Centre continued to develop its website, information kits, tradeshow booths, open houses, print material, and a business plan and annual report. In 2007-08, the Centre entered into agreements with two marketing communications and creative design services and writing services firms to assist with these improvements and with its overall outreach and communications programs.

ACTIVITIES AND EVENTS

In 2007-08, the Centre hosted a number of activities and participated in numerous events as an exhibitor or presenter as part of its public outreach program to seek networking opportunities, raise the Centre's profile and promote its training programs and the interim Technology Demonstration Facility.

On June 11, 2007, the Centre held its first Drinking Water Education and Industry Forum at the interim Technology Demonstration Facility. The Forum marked the first anniversary of the opening of the Facility and the second anniversary of the opening of the Centre itself. The Right Honourable Herb Gray, Chair, Canadian Section, International Joint Commission was the keynote speaker. One hundred and forty-five people from 44 different municipalities and 18 manufacturing and supply companies attended. Certificates were issued to drinking water system operators for On-The-Job Training hours.

Murray Elston, the Centre's Chair, the
Right Honourable Herb Gray, Commissioner of
the International Joint Commission, and
Dr. Saad Jasim, the Centre's CEO



The Centre together with the Civil and Environmental Department, University of Western Ontario initiated a Drinking Water Quality and Treatment course in 2007-08. The course provides graduate students with advanced knowledge on drinking water technologies and the challenges to provide high-quality drinking water. A total of 17 graduate students participated in this three day course. Seminars were delivered by university professors, water industry instructors and the CEO of the Centre. Hands-on training was also available, giving students practical experience in water treatment systems operations.

The Canadian Institute's Drinking Water Quality Management held an event on January 28-29, 2008 in Toronto. CEO, Dr. Saad Jasim spoke regarding *"Analyzing the Presence of Pharmaceuticals, Personal Care Products and Endocrine Disruptors in Source Water and the Effect of Advanced Technologies on their Removal."* The event provided critical regulatory updates and leading-edge strategies from municipal leaders and industry experts.

The Canadian Auto Worker's (CAW) Windsor Regional Environment Council invited the Centre and the Essex Regional Conservation Authority to celebrate World Water Day on March 22, 2008. The Centre displayed a portion of its Walkerton Water Stories Project print collection at the event. The Water Stories Project began as a response to the Walkerton water tragedy when a group of artists together with local citizens' groups created a hands-on oral and visual history venture called the Water Stories Project.

Also on World Water Day 2008, the Centre celebrated a sign unveiling on the site of its future permanent facility with Carol Mitchell, MPP for Huron-Bruce.

In addition to these special events, the Centre's staff participated as an exhibitor or presenter at numerous events, including:

- South Central Ontario Water Works Association Conference
- CANECT, the Canadian Environmental Conference & Tradeshow
- American Water Works Association Annual Conference & Exposition (ACE 07)
- Association of Municipalities of Ontario's Annual Conference
- Eastern Ontario OWWA/OMWA Annual Conference
- Georgian Bay Water Works Conference
- Ontario Water Works Association – Ontario Municipal Water Association (OMWA)– Ontario Water Works Equipment Association Joint Annual Conference & Trade Show 2008
- Annual Grand River Watershed Water Forum
- International Ozone Association, the Canada Infrastructure Conference
- Central Ontario Water Works Association Conference
- Ontario Environmental Industry Association – Post-Globe 2008
- Central Canadian Symposium on Water Quality Research
- Ontario Good Roads Association/Rural Ontario Municipal Association Combined Annual Conference
- Northwestern Ontario Water & Waste Water Conference
- First Nations Water Symposium
- Newfoundland and Labrador Department of Environment and Conservation's Clean & Safe Drinking Water Workshop
- A.D. Latornell Conservation Symposium
- Great Lakes Annual Conference
- Federal Drinking Water Providers' 3rd Annual Workshop
- Children's Emergency Preparedness Day

Throughout 2007-08, the Centre continued to sponsor water related events including: Grey-Bruce Children's Water Festival and the OWWA/OMWA Joint Annual Conference and Tradeshow. Centre staff also organized public tours/visits of the Centre and its interim Technology Demonstration Facility, which were open to both industry stakeholders including professional associations, manufacturers and non-governmental organizations and the general public.

OUTREACH TO SCHOOLS

The Centre's outreach and educational activities extended into schools. A follow-up survey is being conducted to evaluate the value and usefulness of information kits to science teachers and other potential users in the high school community. These kits were provided to high schools in 2007. The survey results will be used to determine ways to make this outreach program well-focused and more effective.

In January 2008, 300 copies of the publication "Plain Talk about Drinking Water" were distributed at a northwestern Ontario career fair in Wabaseemoong, a First Nations community.

In February 2008, the Centre hosted 27 MBA students from the Ivey School of Business, University of Western Ontario. Dr. Saad Jasim, CEO of the Centre, delivered a presentation and the students toured the interim Technology Demonstration Facility.

SCHOLARSHIP PROGRAM

Each year, the Centre's scholarship program sponsors graduate students from three universities. The 2007-08 recipients were Agnes Durluk from the University of Toronto, and Christopher Kocur and Dongxu Li from University of Western Ontario.



Dr. Saad Jasim, CEO of the Centre, congratulating 2007 University Scholarship Recipients; Agnes Durluk, Christopher Kocur, and Dongxu Li

VI) Make available technical, scientific, and regulatory information on drinking water management and identification of information gaps

GOAL AND PERFORMANCE MEASURES

The Centre's goal is to become a highly-valued focal point and clearinghouse (directly and through alliances) for leading-edge research, best-practices and technical, scientific and regulatory information. This will enable the Centre to identify critical data gaps in information about drinking water systems in Ontario, particularly among systems serving small municipalities, communal systems and stand-alone facilities (both private and non-private). In doing so, the Centre will advise the Minister so that these data gaps are addressed.

The Centre's performance as an information resource and clearinghouse is measured by the number of sessions/visits to its website, as well as its success in identifying and addressing information gaps, and in making available resources in its library.

2007-08 Activities and Outcomes

INFORMATION CLEARINGHOUSE, LIBRARY RESOURCES

The Centre continues to build its capabilities and infrastructure including development of an information clearinghouse, to enhance information sharing related to:

- Training available for drinking water owners, operators and operating authorities

- The treatment of water necessary to safeguard drinking water
- The equipment and technology used to safeguard drinking water
- Operational requirements necessary to safeguard drinking water
- Other environmental issues relating to drinking water.

In the fall of 2007, the Centre published its first quarterly WCWC Bulletin, an online publication that highlights its various programs/initiatives, services and news. The Bulletin is primarily targeted to drinking water system operators in small and remote communities to inform them of the training, advice, and support the Centre can offer. These Bulletins are available on the Centre's website at www.wcwc.ca.

The Centre's library houses a variety of useful resources for small system operators. Information is gathered and made available with their specific needs and challenges in mind. There are now several hundred drinking water related items available, ranging from books to booklets and brochures to CDs, and DVDs.

The resources available in the Centre's library are continually assessed to ensure they remain focused on small systems issues while also being of interest to all drinking water professionals. The Small Systems and Outreach team strives to keep itself up-to-date on new publications, especially those originating from the AWWA, and other internationally recognized leaders in production of drinking water scientific, technical, and educational literature.

WEBSITE VISITOR SESSIONS

The Centre's new website was launched in November 2006. In 2007-08, total website visitors for the fiscal year exceeded 70,000, for a daily average of 200 hits. This is in addition to 100,000 hits between November 2006 and March 21, 2007, for a total of 170,000 hits since the new website came online. Prior to November 2006, the website was not able to record the number of visitors.

INFORMATION GAPS

The Centre identifies and addresses information gaps on an iterative basis, through ongoing modifications to its training materials and courses.

VII) Human resources support for drinking water system operators

GOAL AND PERFORMANCE MEASURES

The Centre's goal is to help ensure that Ontario's drinking water systems are staffed by highly-skilled, well-trained drinking water

operators. This is done through outreach and education with high schools and colleges to provide career information to aspiring drinking water operators.

Performance was intended to be measured by links to the current drinking water operator job posting website, and the level of direct outreach by the Centre to community colleges and at career fairs. However, in discussions with other water organizations that post job postings on their websites, including the Ontario Water Works Association (OWWA), and the Ontario Municipal Water Association (OMWA), it was concluded that the most effective role for the Centre was to focus its Human Resources support on outreach.

2007-08 Activities and Outcomes

HUMAN RESOURCES OUTREACH

Throughout 2007-08, the Centre continued its co-op initiative with Ontario's community colleges by sponsoring a co-op program for those colleges that are delivering the Ministry's mandatory *Entry-Level Drinking Water Operators* course. The Centre provided sponsorships of \$3,500 per college per year to each of the eight participating colleges: Durham, Northern, Mohawk, Fleming, Centennial, Confederation, Canadore and Sault College. (see Public outreach and education relating to drinking water, for further details.)

VIII) Profile of the Walkerton Clean Water Centre

GOAL AND PERFORMANCE MEASURES

The Centre's goal is to ensure that stakeholders, potential clients and the general public are aware of the Centre and its programs and services. This is achieved through improved local visibility, networking with key stakeholders and clients, and through broader communications.

Performance is measured by targeted awareness through the Centre's participation at events (see Public outreach and education relating to drinking water), website activity (see Make available technical, scientific, and regulatory information on drinking water management and identification of information gaps) and its progress on establishing a permanent facility in Walkerton.

2007-08 Activities and Outcomes

PERMANENT FACILITY

The Centre is working with the Ministry and the Ontario Realty Corporation to construct the permanent facility. The design of the facility began in August 2007.

On March 22, 2008, to mark World Water Day, Carol Mitchell, MPP Huron-Bruce, participated in the Centre's sign unveiling ceremony at the site of the permanent facility.



Murray Elston, the Centre's Chair, Carol Mitchell, MPP Huron-Bruce, Dr. Saad Jasim, the Centre's CEO and Brockton Mayor Charles Bagnato at the sign unveiling at the site for the new Centre

IX) Governance, Accountability and Operations

GOAL AND PERFORMANCE MEASURES

The goal of the Centre is to achieve successful outcomes of the programs and initiatives of the Centre as approved by the Minister. It aims to create a world-class institute based in the Town of Walkerton dedicated to safeguarding drinking water for the people of Ontario. The Board and staff will ensure that the Centre operates in accordance with Ontario Regulation 304/04, the Memorandum of Understanding with the Ministry, its By-laws, and other elements of an effective governance and accountability framework to deliver its planned results. This includes developing and implementing a business plan and putting effective controls and procedures and other actions in place to fulfill its mandate.

Performance is measured through accountability measures such as audits, completion and approval of the business plan, publication of the annual report, best-practices in human resources, such as staff development and recognition and good governance through regular Board committee meetings, and professional development for the Board members.

2007-08 Activities and Outcomes

ACCOUNTABILITY

The Centre's 2007-10 Business Plan was submitted to the Ministry of the Environment for its review and approval on March 31, 2007 and was approved by the Minister on September 4, 2007.

The Centre's 2006-07 Annual Report was submitted July 31, 2007, and tabled in the Legislative Assembly of Ontario on February 6, 2008.

The Ontario Internal Audit Division of the Ministry completed an Operational Review of the Centre in 2007-08 in accordance with Ontario Regulation 304/04 and the Memorandum of Understanding with the Ministry.

GOVERNANCE

The Centre's Board of Directors met regularly throughout 2007-08, both as a full Board, and in Board committees.

In 2007-08, members of the Board participated on a number of committees including:

Governance and Accountability Committee

Dante Pontone – Chair
Stephen Spitzig
Rui DeCarvalho
Mayor Charles Bagnato
Saad Jasim (CEO)

Communication and Outreach Committee

Rui DeCarvalho – Chair
Nancy Kodousek
Ron Leavoy
Lou D'Alessandro
Saad Jasim (CEO)

Finance and Audit Committee

Stephen Spitzig – Chair
Nancy Kodousek
Cathie Brown
Murray Elston
Saad Jasim (CEO)

Executive Committee

Murray Elston – Chair
Stephen Spitzig
Rui DeCarvalho
Dante Pontone
Saad Jasim (CEO)

Research Advisory Committee

Lou D'Alessandro – Chair
Dr. William Anderson – Vice-Chair
Dr. Susan Weir – Ministry of the Environment representative

Facility Committee

Murray Elston – Chair
Stephen Spitzig
Ron Leavoy
Mayor Charles Bagnato
Saad Jasim (CEO)

Board of Directors members continued their professional development in 2007-08 with a workshop on effective governance in December 2007. The workshop dealt with a number of topics related to governance including:

- Best practices
- Board responsibilities
- Board and management relationships
- Financial literacy
- Risk management.

OPERATIONS, HUMAN RESOURCES DEVELOPMENT

As an organization dedicated to life-long learning, the Centre recognizes that attracting and retaining skilled and experienced staff is essential to achieving its mandate. All of the Centre's staff have the opportunity to develop their skills and increase their knowledge through on-the-job training and participation in professional development activities.

CEO, Dr. Saad Jasim, completed the Ivey Executive Program at the Spencer Leadership Centre in London, Ontario. The three week program is designed for executives and senior managers. The cross-functional program provides executives with the insights and knowledge of current business concepts. It includes topics such as strategy, leadership, change management, and global environment.

The Centre's staff has also benefited from professional development in 2007-08. Numerous staff undertook Workplace Hazardous Materials Information System (WHMIS) training and participated in the AWWA's webcast training or seminar. Staff participated in the Drinking Water Education and Industry Forum in Walkerton and in the fall 2007, eight staff members attended and graduated from the Bruce County Christopher Leadership Course. The course enhances communication skills and self-confidence and teaches presentation techniques. Managers also attended various courses offered by the Ontario Public Service Centre for Leadership and Learning.

RECOGNITION OF THE CENTRE AND ITS STAFF

The Board is proud of the recognition the Centre and its staff received in 2007-08.

In 2007, CEO, Dr. Saad Jasim was an Honourable Mention at the Ministry's 2007 staff recognition program – Emerald Awards for recognizing innovative approaches to teaching.

In 2007, the Assembly of First Nations recognized the Centre for its sponsorship and support at the National Housing and Water Policy Forum and Tradeshow in Toronto.

The International Ozone Association awarded the Centre a Certificate of Appreciation for its substantial support of Bromate Research and Commitment to Technology Training.

**Dr. Saad Jasim, CEO
receiving The International
Ozone Association Award**



LOOKING FORWARD

The Centre continues to build on its strengths. The next three years will be an exciting growth period for the Centre. Some of the anticipated activities include:

Training

- Coordinating with the Ministry to establish a focused program of outreach and education relating to the mandate of the Centre to deliver education/training programs to small, remote, and First Nations communities
- Increasing the number of courses being offered including specialized courses, as well as NORCAT and AWWA online courses
- Expanding training courses provided to First Nations communities, and on-going collaboration with First Nations agencies
- Working in consultation with municipal and water association stakeholders to develop a training package for municipal councillors and a planned delivery strategy for approval by the Ministry
- Technical training for Public Health Inspectors that will include development of curriculum, delivery of training and provision of hands-on demonstrations
- In support of the Ministry's Municipal Drinking Water Licensing Program, continuing to provide Drinking Water Quality Management Standard, Risk Assessment & Emergency Preparedness, and offer the third course on Internal Audits throughout the province.

Technology Demonstration

- Expanding the capability and size of the Technology Demonstration Facility, including the purchase of necessary equipment, supplies and Supervisory Control and Data Acquisition (SCADA) upgrades.

Information and advice for small, remote and older drinking water systems

- Introducing a second MTU to increase access to training in small and remote communities in the remote areas of Ontario including First Nations communities
- Completing a needs assessment to identify priorities for small systems and information development of effective outreach programs to them.

Sponsored Research

- Continuing support for leading-edge drinking water research
- Continuing to provide scholarships to graduate students within three Ontario universities.

Public Outreach and Education

- Continuing to provide scholarships to university graduate students and community college students whose studies contribute to the advancement of education and research in drinking water
- Continuing stakeholder engagement including Ontario's community colleges and the drinking water industry in order to provide education and knowledge to drinking water system operators, operating authorities and owners

LOOKING FORWARD

- Expanding outreach to schools with the distribution of education/information kits to school boards. A follow-up survey will be conducted in 2008 to investigate how useful these kits have been to high school science teachers and other potential users
- Hosting its 2nd Annual Drinking Water Education and Industry Forum
- Hosting, on September 24, 2008, a Climate Change seminar in Toronto.

Making Information Available

- Continuing to build an information and resources clearinghouse to enhance the exchange of technical, scientific and regulatory information and expertise
- Listing all resources available in the Centre's library on the website with an online description of each resource.

Human Resources Support

- Continuing to sponsor community colleges that are delivering the Ministry's mandatory *Entry-Level Drinking Water Operator* course.

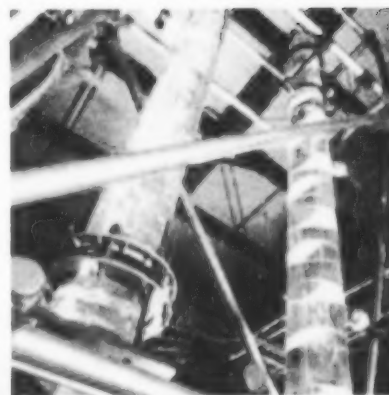
Profile of the Centre

- Constructing a permanent facility to accommodate all of the Centre's functions under one roof. The new facility will be designated as a Leadership in Energy and Environmental Design Green Building Rating System (LEED) building.

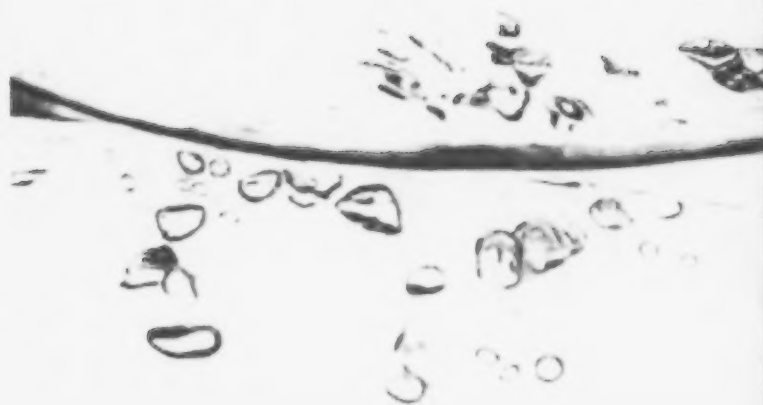
Governance and Accountability

- Continuing to strengthen professional development for the Board and staff at the Centre.

Ling Liu, Technology
Demonstration & Research
Assistant



WE WILL CONTINUE
TO INCREASE THE
NUMBER OF
SPECIALIZED COURSES
BEING OFFERED



WCWC

**Walkerton
Clean Water Centre**

An agency of the Government of Ontario

MANAGEMENT'S RESPONSIBILITY FOR FINANCIAL INFORMATION

The Centre's management and the Board of Directors are responsible for the financial statements and all the information presented in the Annual Report. The financial statements have been prepared in accordance with generally accepted accounting principles.

The following Auditor's Report provides details of the financial activities of the Centre for this fiscal year.

This fiscal year, the Centre's main sources of revenue included \$5 million from the Government of Ontario, training delivery revenue of \$1,358,078 (an increase of 7.5 per cent from the previous fiscal year) and \$466,237 in bank interest.

The activities at the Centre have increased. Expenses related to training, increased by 9.3 per cent over the previous fiscal year. The increase was due to unanticipated training volumes including the Ministry's Municipal Drinking Water Licensing Program courses. As predicated, research project expenditures increased by 98 per cent in the 2007-08 fiscal year.



MANAGEMENT'S RESPONSIBILITY FOR FINANCIAL INFORMATION

In fiscal 2007-08 the Centre forecasted initial costs associated with the design and construction of the permanent facility. Some of these activities were not completed, so \$2 million allocated to those projects has been moved into the fiscal 2008-09 forecast.

The Centre continues to have a surplus, a total of \$15,348,608 as of March 31, 2008, compared to \$12,313,837 as of March 31, 2007. A significant portion of the surplus will be used for the construction of a new permanent office, training and technology demonstration facility. Costs will include additional equipment and supplies for the technology demonstration area, office furniture for the training facility and other expenses related to the move.





BDO Dunwoody LLP
Chartered Accountants
and Advisors

P.O. Box, 760, 121 Jackson Street
Walkerton, Ontario, Canada N0G 2V0
Telephone: (519) 881-1211
Fax (519) 881-3530

AUDITORS' REPORT

TO THE BOARD OF DIRECTORS OF
WALKERTON CLEAN WATER CENTRE

We have audited the balance sheet of Walkerton Clean Water Centre as at March 31, 2008 and the statements of changes in net assets, operations and cash flows for the year then ended. These financial statements are the responsibility of the Centre's management. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts

and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In our opinion, these financial statements present fairly, in all material respects, the financial position of the Centre as at March 31, 2008 and the results of its operations and cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

"BDO Dunwoody LLP"

BDO Dunwoody LLP

Chartered Accountants, Licensed Public Accountants
Walkerton, Ontario
May 13, 2008

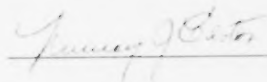
FINANCIAL DETAILS

BALANCE SHEET

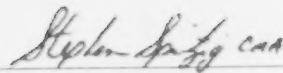
For the year ended March 31

	2008	2007
Assets		
CURRENT	\$ 14,045,312	\$ 10,677,145
Cash	239,446	392,224
Accounts receivable	79,979	75,899
Prepaid expenses	14,364,737	11,145,268
CAPITAL ASSETS (Note 2)	1,299,656	1,440,236
OTHER ASSETS (Note 3)	406,593	270,000
	\$ 16,070,986	\$ 12,855,504
Liabilities and Net Assets		
CURRENT		
Accounts payable and accrued liabilities	\$ 211,330	\$ 83,987
Deferred revenue	511,048	457,680
	\$ 722,378	\$ 541,667
NET ASSETS		
Restricted	5,032,182	6,087,090
Unrestricted	10,316,426	6,226,747
	15,348,608	12,313,837
	\$ 16,070,986	\$ 12,855,504

On behalf of the Board:



Director



Director

The accompanying notes are an integral part of these financial statements.

STATEMENT OF CHANGES IN NET ASSETS

For the year ended March 31

			2008	2007
	Restricted	Unrestricted	Total	Total
Balance, beginning of year	\$ 6,087,090	\$ 6,226,747	\$ 12,313,837	\$ 8,412,286
Excess of revenue over expenditures	5,229,650	(2,194,879)	3,034,771	3,901,551
Transfers to unrestricted net assets	(6,284,558)	6,284,558	-	-
Balance, end of year	5,032,182	10,316,426	15,348,608	12,313,837

STATEMENT OF OPERATIONS

For the year ended March 31

	2008	2007
Revenue (see Schedule of Revenue Expenses)	\$ 6,417,931	\$ 6,263,013
Expenses (see Schedule of Revenue Expenses)	3,870,928	3,296,148
Excess of revenues over expenditures from operations before donations and other income	\$ 2,547,003	\$ 2,966,865
Donation income	21,531	570,912
Interest and other income	466,237	363,774
Excess of revenues over expenditures for the year	\$ 3,034,771	\$ 3,901,551

SCHEDULE OF REVENUE AND EXPENSES

For the year ended March 31

2008

2007

REVENUE

Province of Ontario transfer payment (Note 4)	\$	5,000,000	\$	5,000,000
Ministry of the Environment funding		59,853		-
Training registrations		1,358,078		1,263,013
		6,417,931		6,263,013

EXPENSES

Advertising and promotion	\$	175,463	\$	85,361
Amortization		328,968		218,504
Bank charges		2,890		1,297
Board meetings		2,406		4,026
Communications planning		1,040		-
Computer supplies		601		5,479
Conferences		47,209		43,123
Consulting fees		139,836		192,484
Directors fees		20,223		11,310
Donations		40,000		17,960
Employee benefits (Note 5)		255,661		181,713

SCHEDULE OF REVENUE AND EXPENSES

For the year ended March 31

2008

2007

EXPENSES – CONTINUED

Insurance	\$ 24,617	\$ 33,784
Office	114,121	120,319
Professional	28,168	45,697
Property maintenance	9,894	8,491
Rent	122,400	122,400
Repairs and maintenance	20,083	30,114
Research projects	67,630	34,150
Salaries	1,189,562	904,247
Subscriptions and memberships	13,322	6,210
Training	1,048,312	959,188
Travel	94,037	56,966
Telephone	31,646	27,383
Utilities	8,167	9,641
Vehicle	51,080	39,277
Website	33,592	137,034
	\$ 3,870,928	\$ 3,296,148

STATEMENT OF CASH FLOWS

For the year ended March 31

2008

2007

Cash Provided By (used in)

OPERATING ACTIVITIES

Excess of revenues over expenditures for the year

\$ 3,034,771 \$ 3,901,551

Items not involving cash

Amortization

328,968 218,504

Donated capital assets

(21,531) (570,912)

3,342,208 3,549,143

Changes in non-cash working capital balances

Accounts receivable

152,778 (40,067)

Prepaid expenses

(4,080) (63,144)

Accounts payable and accrued liabilities

127,343 (139,930)

Deferred revenue

53,368 358,972

329,409 115,831

\$ 3,671,617 \$ 3,664,974

STATEMENT OF CASH FLOWS

For the year ended March 31

2008

2007

Cash Provided By (used in)

INVESTING ACTIVITIES

Acquisition of capital assets

(166,857)

(757,675)

Acquisition of curriculum rights

(136,593)

(270,000)

(303,450)

(1,027,675)

Increase in cash during the year

3,368,167

2,637,299

Cash, beginning of year

10,677,145

8,039,846

Cash, end of year

\$ 14,045,312

\$ 10,677,145

NOTES TO FINANCIAL STATEMENTS

March 31, 2008

1. Summary of Significant Accounting Policies

NATURE OF BUSINESS	<p>The Walkerton Clean Water Centre is an operational service agency of the Province of Ontario and was established on October 1, 2004 under the authority of The Development Corporation Act.</p> <p>In accordance with the Act, the Centre's objectives are to:</p> <ul style="list-style-type: none">a) Coordinate and deliver training for drinking water system owners and operators.b) Provide information, education and advice about drinking water science, treatment and technology, operational requirements, and environmental issues related to drinking water to owners, operators and the public.c) Provide advice to the Minister of the Environment on research and development priorities to achieve safe drinking water and sponsor drinking water research within the Centre's mandate. <p>The Centre is exempt from Federal and Provincial income taxes.</p>													
RESTRICTED NET ASSETS	<p>Part of the Centre's net assets have been restricted as approved by the Centre's board of directors. These net assets are to be used for the design and construction of a new administration, conference, and technology demonstration facility.</p>													
CAPITAL ASSETS	<p>Purchased capital assets are recorded at cost. Donated capital assets are recorded at the estimated fair market value upon donation. Amortization is based on the estimated useful life of the asset and is calculated with a half year provision as follows:</p> <table><tr><td>Computer equipment</td><td>33% declining balance</td></tr><tr><td>Computer software</td><td>50% declining balance</td></tr><tr><td>Leasehold improvements</td><td>3, 4 and 5 years straight-line</td></tr><tr><td>Office furniture and equipment</td><td>20% declining balance</td></tr><tr><td>Signs</td><td>20% declining balance</td></tr><tr><td>Technical equipment</td><td>20% declining balance</td></tr></table>		Computer equipment	33% declining balance	Computer software	50% declining balance	Leasehold improvements	3, 4 and 5 years straight-line	Office furniture and equipment	20% declining balance	Signs	20% declining balance	Technical equipment	20% declining balance
Computer equipment	33% declining balance													
Computer software	50% declining balance													
Leasehold improvements	3, 4 and 5 years straight-line													
Office furniture and equipment	20% declining balance													
Signs	20% declining balance													
Technical equipment	20% declining balance													

NOTES TO FINANCIAL STATEMENTS

March 31, 2008

1. Summary of Significant Accounting Policies (continued)

OTHER ASSETS	Curriculum rights are recorded at cost. Since they have an unlimited useful life, the rights have not been amortized. Annually the cost of the curriculum rights will be tested for impairment.
REVENUE RECOGNITION	Government assistance is recognized when the amount is known and collectability is reasonably assured. Revenue from training registrations is recognized when payment is receivable and the service has been provided. Interest revenue is recognized as it is earned over the period of investment. Donation revenue is recognized once the Centre has possession of the goods donated.
FINANCIAL INSTRUMENTS	<p>The Centre utilizes various financial instruments. Unless otherwise noted, it is management's opinion that the company is not exposed to significant interest, currency or credit risks arising from these financial instruments and the carrying amounts approximate fair values. The fair values of cash and bank, accounts receivable and accounts payable approximate their carrying amounts because of the short-term maturity of these instruments.</p> <p>All transactions related to financial instruments are recorded on a trade date basis.</p> <p>The Centre classifies its financial instruments into one of the following categories based on the purpose for which the asset was acquired. The Centre's accounting policy for each category is as follows:</p> <p>a) Held-for-trading</p> <p>This category is comprised of cash. It is carried on the balance sheet at fair value with changes in fair value recognized in the statement of operations. Transaction costs related to instruments classified as held-for-trading are expensed as incurred.</p> <p>b) Loans and receivables</p> <p>Accounts receivables and other assets have been classified as loans and receivables. They are initially recognized at fair value and subsequently carried at amortized cost, using the effective interest rate method, less any provision for impairment. Transaction costs related to loans and receivables are expensed as incurred.</p> <p>c) Other financial liabilities</p> <p>Other financial liabilities include all financial liabilities other than those classified as held-for-trading and comprises accounts payable and accrued liabilities. These liabilities are initially recognized at fair value and subsequently carried at amortized cost using the effective interest rate method. Transaction costs related to other financial liabilities are expensed as incurred.</p>

NOTES TO FINANCIAL STATEMENTS

March 31, 2008

1. Summary of Significant Accounting Policies (continued)

CHANGE IN ACCOUNTING POLICY

Effective April 1, 2007, the Centre adopted CICA Handbook Section 3855, "Financial Instruments - Recognition and Measurement" and CICA Handbook Section 3861, "Financial Instruments - Disclosure and Presentation." Under these new standards, all financial instruments are included on the balance sheet and are measured either at fair market value or, in limited circumstances, at cost or amortized cost.

The adoption of these new standards had no material impact on the Centre's statement of operations.

2. Capital Assets

	2008		2007	
	Cost	Accumulated Amortization	Cost	Accumulated Amortization
Computer hardware	\$ 138,114	\$ 82,582	\$ 132,705	\$ 50,776
Computer software	20,843	14,008	15,848	9,672
Furniture and fixtures	186,711	65,679	168,617	37,684
Leasehold improvements	197,845	87,093	197,175	49,147
Signs	31,540	9,545	30,398	4,189
Technical equipment	1,321,398	337,888	1,163,320	116,359
	\$ 1,896,451	\$ 596,795	\$ 1,708,063	\$ 267,827
Net book value		\$ 1,299,656		\$ 1,440,236

During the year, \$188,388 of capital assets were acquired. Of this amount, \$21,531 were donated to the Centre and are recorded at their estimated fair market value upon donation, with the remaining \$166,857 paid for by way of cash.

NOTES TO FINANCIAL STATEMENTS

March 31, 2008

3. Other Assets

	2008	2007
Curriculum rights, at cost	\$ 406,593	\$ 270,000

4. Government Assistance

During the year, the Centre received \$5,000,000 (2007 - \$5,000,000) in transfer payments from the Province of Ontario.

5. Pension Plan

The Centre provides pension benefits for all its full-time employees through participation in the Public Service Pension Plan which is a multi-employer defined benefit pension plan administered by the Ontario Pension Board. This plan is accounted for as defined contribution plan, as the Centre has insufficient information to apply defined benefit accounting to the plan. The Centre's contribution related to the pension plan for the period was \$77,408 (2007 - \$56,094) and is included in employee benefits in the Statement of Revenue and Expenses.

6. Commitments

The Centre has entered into a lease for their current premises. The building is leased at \$6,600 per month for a five year term under a lease expiring November 30, 2009. The minimum annual lease payment for next year is \$79,200. The Centre has the right to cancel the agreement at any time on or after November 30, 2006 upon six months' prior written notice.

The Centre has entered into a contract with the University of Guelph, Ridgetown Campus to coordinate mandatory training courses. The three year contract began July 28, 2005 and has been extended until December 31, 2008. For each mandatory course Ridgetown administers, Walkerton Clean Water Centre pays \$1,154 per classroom course or \$69 per correspondence course.

Walkerton Clean Water Centre has entered into five vehicle operating leases. These leases end September 2008, January 2009, May 2010, June 2010 and March 2011 and are for monthly payments of \$660, \$716, \$436, \$975 and \$890 respectively. Minimum annual vehicle lease payments for 2009 are \$3,300, \$6,443, \$5,236, \$11,695 and \$10,679 for a total of \$37,353.

The Centre has entered into a rental lease agreement for the interim Technology Demonstration Centre with monthly payments of \$3,300 expiring April 2008. Subsequent to year end the facility will be rented on a month to month basis.

The minimum annual lease payments on the vehicles and interim Technology Demonstration Centre for the next three years are as follows:

2009	\$ 119,853
2010	\$ 80,410
2011	\$ 12,174

Keeping Ontario's drinking water safe.





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Clean Water Centre

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